

CMS Manual System	Department of Health & Human Services (DHHS)
Pub 100-06 Medicare Financial Management	Centers for Medicare & Medicaid Services (CMS)
Transmittal 241	Date: September 26, 2014
	Change Request 8411

Transmittal 226, dated September 6, 2013, is being rescinded and replaced by Transmittal 241, dated September 26, 2014 to reflect up-to-date MAC processes. All other information remains the same.

SUBJECT: Recovery Audit Program Tracking Appeals and Reopenings

I. SUMMARY OF CHANGES: This Change Request pertains to the national Recovery Audit Program. It amends 100.9.2, Tracking Appeals and Reopenings, so it is consistent with the current standard systems tracking capabilities.

EFFECTIVE DATE: October 7, 2013

IMPLEMENTATION DATE: October 7, 2013

Disclaimer for manual changes only: The revision date and transmittal number apply only to red italicized material. Any other material was previously published and remains unchanged. However, if this revision contains a table of contents, you will receive the new/revised information only, and not the entire table of contents.

II. CHANGES IN MANUAL INSTRUCTIONS: (N/A if manual is not updated)

R=REVISED, N=NEW, D=DELETED-*Only One Per Row.*

R/N/D	CHAPTER / SECTION / SUBSECTION / TITLE
R	4/100.9.2/Tracking Appeals and Reopenings

III. FUNDING:

For Fiscal Intermediaries (FIs), Regional Home Health Intermediaries (RHHIs) and/or Carriers:

No additional funding will be provided by CMS; Contractors activities are to be carried out with their operating budgets.

For Medicare Administrative Contractors (MACs):

The Medicare Administrative Contractor is hereby advised that this constitutes technical direction as defined in your contract. CMS does not construe this as a change to the MAC statement of Work. The contractor is not obliged to incur costs in excess of the amounts allotted in your contract unless and until specifically authorized by the Contracting Officer. If the contractor considers anything provided, as described above, to be outside the current scope of work, the contractor shall withhold performance on the part(s) in question and immediately notify the Contracting Officer, in writing or by e-mail, and request formal directions regarding continued performance requirements.

IV. ATTACHMENTS:

Business Requirements

Manual Instruction

**Unless otherwise specified, the effective date is the date of service.*

Attachment - Business Requirements

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SUBJECT: Recovery Audit Program Tracking Appeals and Reopenings

EFFECTIVE DATE: October 7, 2013

IMPLEMENTATION DATE: October 7, 2013

I. GENERAL INFORMATION

A. Background: This Change Request pertains to the national Recovery Audit Program. It amends 100.9.2, Tracking Appeals and Reopenings, so it is consistent with the current standard systems tracking capabilities.

B. Policy: Section 302 of the Tax Relief Act and Health Care Act of 2006.

II. BUSINESS REQUIREMENTS TABLE

"Shall" denotes a mandatory requirement, and "should" denotes an optional requirement.

Number	Requirement	Responsibility											
		A/B MAC			D M E	F I	C A R R I E R	R H I	Shared-System Maintainers				Other
		A	B	H H H					F I S S	M C S	V M S	C W F	
8411.1	MCS and VMS contractors shall upload the weekly appeals report created in the standard systems to the RAC Data Warehouse no later than 2 business days after the end of the business week (typically Friday).		X		X								
8411.2	Part A Contractors shall complete the spreadsheet provided in CR 7458 to report the prior month's appeals and reopening information.	X		X		X		X					
8411.2.1	The MAC/Contractor shall upload the Monthly Recovery Auditor Appeals and Reopenings Report to the RAC Data Warehouse by the 15th business day of each month. NOTE: Questions concerning upload of the file should be sent to the RAC Data Warehouse Help Desk at helpdesk.RACDW@koniag.com or 703-488-9325. NOTE: CMS is in the process of modifying the Medicare Appeals System (MAS) to track first level Part A appeals. The implementation of MAS	X		X		X		X					

Number	Requirement	Responsibility											
		A/B MAC			D M E M A C	F I N A N C I A L	C A R R I E R	R H I	Shared-System Maintainers				Other
		A	B	H H H					F I S S	M C S	V M S	C W F	
	will occur individually. However, MACs shall continue to run and upload the MAS report to the RAC Data Warehouse.												
8411.2.2	The MAC/Contractor shall provide a copy by email to the appropriate Recovery Auditor and the MAC COR.	X		X		X		X					
8411.3	The MAC/Contractor shall research, fix and upload within 15 calendar days of notification all errors, including claims that do not get uploaded to the RAC Data Warehouse.	X	X	X	X	X	X	X					

III. PROVIDER EDUCATION TABLE

Number	Requirement	Responsibility							
		A/B MAC			D M E M A C	F I N A N C I A L	C A R R I E R	R H I	Other
		A	B	H H H					
	None								

IV. SUPPORTING INFORMATION

Section A: Recommendations and supporting information associated with listed requirements: N/A

"Should" denotes a recommendation.

X-Ref Requirement Number	Recommendations or other supporting information:

Section B: All other recommendations and supporting information: N/A

V. CONTACTS

Pre-Implementation Contact(s): Ashley Ford, 410-786-0828 or Ashley.Ford@cms.hhs.gov

Post-Implementation Contact(s): Contact your Contracting Officer's Representative (COR) or Contractor Manager, as applicable.

VI. FUNDING

Section A: For Fiscal Intermediaries (FIs), Regional Home Health Intermediaries (RHHIs), and/or Carriers:

No additional funding will be provided by CMS; Contractors activities are to be carried out with their operating budgets.

Section B: For Medicare Administrative Contractors (MACs):

The Medicare Administrative Contractor is hereby advised that this constitutes technical direction as defined in your contract. CMS do not construe this as a change to the MAC Statement of Work. The contractor is not obligated to incur costs in excess of the amounts allotted in your contract unless and until specifically authorized by the Contracting Officer. If the contractor considers anything provided, as described above, to be outside the current scope of work, the contractor shall withhold performance on the part(s) in question and immediately notify the Contracting Officer, in writing or by e-mail, and request formal directions regarding continued performance requirements.

100.9.2 - Tracking Appeals and Reopenings

(Rev.241, Issued: 09-26-14, Effective: 10-07-13, Implementation: 10-07-13)

Appeals and reopenings requests received in response to a Recovery Auditor initiated improper payment shall be tracked. The status of any appeals shall be tracked through the redetermination level of the appeal process.

MCS and VMS contractors shall upload the weekly appeals report created in the standard systems to the RAC Data Warehouse no later than 2 business days after the end of the business week (typically Friday).

FISS contractors shall complete the supplied Excel spreadsheet, see CR 7458, when reporting monthly appeals and reopenings information. The MAC/Contractor shall upload the Monthly Recovery Auditor Appeals and Reopenings Report to the RAC Data Warehouse by the 15th business day of each month. Questions concerning upload of the file can be sent to the RAC Data Warehouse Help Desk at helpdesk.RACDW@koniag.com or 703-488-9325. The report shall include the prior month's information and a copy shall be provided by email to the appropriate Recovery Auditor and the MAC COR.

NOTE: CMS is in the process of modifying the Medicare Appeals System (MAS) to track first level Part A appeals. The implementation of MAS will occur individually. However, MACs shall continue to run and upload the MAS report to the RAC Data Warehouse.

The MAC/Contractor shall include the additional tracking information supplied on the Excel monthly appeals and reopenings report. The MAC/Contractor shall record on the tracking report the rationale for the reversal. Reasons for Reversal Codes have been created and if one of the given codes is not appropriate, a narrative explanation shall be input.

The MAC/Contractor shall research, fix and upload within 15 calendar days of notification all errors, including claims that do not get uploaded to the RAC Data Warehouse.